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Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the application.

Listing of Claims

1. (Currently amended) A method of maintaining skills for agents of a contact center, the method comprising:

provldlng profiles in a central skill database for a plurality of agents wherein the central skill database has limited access to a routing system of the call center to optimize contacts;

receiving skill data from a skill-impacting system for a first agent;

updating a first profile in the central skill database for the first agent based on the skill data received; and

selectively synchronizing routing logic of the [[a]] routing system with skill-based information from the first profile in the central skill database such that the routing logic determines which of the plurality of agents are to handle a contact based on at least skill data, wherein the synchronizing is independent of the updating.

2. (Original) The method from claim 1, further comprising:

receiving a contact from a customer;

processing routing logic in the routing system to select a second agent from the plurality of agents; and

routing the contact to the second agent;

wherein the routing logic depends on agent availability and the skill-based information in the routing system.

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3. (Original) The method from claim 1, wherein synchronizing the routing system is accomplished for a plurality of profiles in the central skill database.

4. (Original) The method from claim 1, wherein updating the first profile is triggered when skill data is received from the skill-impacting system.

5. (Original) The method from claim 1, wherein synchronizing the routing system is automatically run when triggered by an event.

6. (Original) The method from claim 1, wherein synchronizing the routing system is automatically run at a predetermined time interval.

7. (Original) The method from claim 1, wherein the skill data is received from a plurality of skill-impacting systems.

8. (Currently amended) A method for synchronizing skill data in a contact center, comprising:

> maintaining a plurality of profiles in a central skill database corresponding to a plurality of contact center agents, wherein the plurality of profiles comprise skill-based ratings for a plurality of skills, and wherein the central skill database has limited access to a routing system of the call center to optimize contacts;

> using data from at least one skill-impacting system to update the plurality of profiles in the central skill database;

> maintaining source data in a routing system for the contact center, wherein the source data is based on agent skills and configures is leveraged by routing logic to make routing decisions; and

> selectively updating the source data based on agent skills with skill-based ratings in the central skill database for reconfiguring the routing logic, wherein the updating the source data is independent of updating the plurality of profiles.

9. (Original) The method from claim 8, further comprising:

> identifying at least one contact characteristic for a customer; and

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selecting an agent from the plurality of agents for the customer;

wherein selecting comprises processing the routing logic to consider the skill-based ratings of the plurality of agents in view of the at least one contact characteristic.

10. (Original) The method from claim 9, wherein selecting further comprises choosing an agent who is a best-fit.

11. (Original) The method from claim 8 wherein maintaining the plurality of profiles is triggered by the occurrence of a skill-changing event indicated by the at least one skill-impacting system.

12. (Currently amended) A system for maintaining skills for agents of a contact center, the system comprising:

a profile module for providing profiles in a central skill database for a plurality of agents wherein the central skill database has limited access to a routing system of the call center to optimize contacts;

a skill receiver for receiving skill data from a skill-impacting system for a first agent;

an updating module updating a first profile in the central skill database for the first agent based on the skill data received; and

a synchronization module for selectively synchronizing routing logic of the [[a]] routing system with skill-based information from the first profile in the central skill database such that the routing logic determines which of the plurality of agents are to handle a contact based on at least skill data, wherein the synchronizing is independent of the updating.

13. (Original) The system from claim 12, further comprising:

a contact receiver for receiving a contact from a customer;

a routing processor for processing routing logic in the routing system to select a second agent from the plurality of agents; and

a contact router for routing the contact to the second agent;

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wherein the routing logic depends on agent availability and the skill-based
Information in the routing system.

14. (Original) The system from claim 12, wherein the synchronization module synchronizes
the routing system with a plurality of profiles in the central skill database.

15. (Original) The system from claim 12, wherein updating the first profile is triggered
when skill data is received from the skill-impacting system.

16. (Original) The system from claim 12, wherein the synchronization module is
automatically run when triggered by an event.

17. (Original) The system from claim 12, wherein the synchronization module is
automatically run at a predetermined time interval.

18. (Original) The system from claim 12, wherein the skill receiver receives skill data from
a plurality of skill-impacting systems.

19. (Currently amended) A system for synchronizing skill data in a contact center,
comprising:

a profile module for maintaining a plurality of profiles in a central skill database
corresponding to a plurality of contact center agents, wherein the plurality of profiles
comprise skill-based ratings for a plurality of skills, and wherein the central skill
database has limited access to a routing system of the call center to optimize
contacts;

a profile maintenance module for using data from at least one skill-impacting system
to update the plurality of profiles in the central skill database;

a source data module for maintaining source data in a routing system for the contact
center, wherein the source data is based on agent skills and configures is leveraged
by routing logic to make routing decisions; and

an update module for selectively updating the source data based on agent skills with
skill-based ratings in the central skill database for reconfiguring the routing logic.

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wherein the updating the source data is independent of updating the plurality of profiles.

20. (Original) The system from claim 19, further comprising:

an identification module for identifying at least one contact characteristic for a customer; and

an agent selector for selecting an agent from the plurality of agents for the customer;

wherein the agent selector comprises a processor module for processing the routing logic to consider the skill-based ratings of the plurality of agents in view of the at least one contact characteristic.

21. (Original) The system from claim 20, wherein the agent selector further comprises a agent chooser for choosing an agent who is a best-fit.

22. (Currently amended) The system from claim 19 [[18]] wherein the profile module for maintaining a plurality of profiles is triggered by the occurrence of a skill-changing event indicated by the at least one skill-impacting system.

23. (Currently amended) A computer program on a computer readable medium, for execution by a computer for maintaining skills for agents of a contact center, the computer program comprising:

a code segment for providing profiles in a central skill database for a plurality of agents wherein the central skill database has limited access to a routing system of the call center to optimize contacts;

a code segment for receiving skill data from a skill-impacting system for a first agent;

a code segment for updating a first profile in the central skill database for the first agent based on the skill data received; and

a code segment for selectively synchronizing routing logic of the [[a]] routing system with skill-based information from the first profile in the central skill database

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such that the routing logic determines which of the plurality of agents are to handle
a contact based on at least skill data, wherein the synchronizing is independent of
the updating.

24. (Original) The computer program from claim 23, further comprising:

a code segment for receiving a contact from a customer;

a code segment for processing routing logic in the routing system to select a second
agent from the plurality of agents; and

a code segment for routing the contact to the second agent;

wherein the code segment for routing logic depends on agent availability and the
skill-based information in the routing system.

25. (Original) The computer program from claim 23, wherein the code segment for
synchronizing the routing system synchronizes a plurality of profiles in the central skill
database.

26. (Original) The computer program from claim 23, wherein updating the first profile is
triggered when skill data is received from the skill-impacting system.

27. (Original) The computer program from claim 23, wherein the code segment for
synchronizing is automatically run when triggered by an event.

28. (Original) The computer program from claim 23, wherein the code segment for
synchronizing is automatically run at a predetermined time interval.

29. (Original) The computer program from claim 23, wherein the skill data is received from
a plurality of skill-impacting systems.

30. (Currently amended) A computer program on a computer readable medium, for
execution by a computer for synchronizing skill data in a contact center, the computer
program comprising:

a code segment for maintaining a plurality of profiles in a central skill database
corresponding to a plurality of contact center agents, wherein the plurality of profiles

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PAGE 11/16 * RCVD AT 8/15/2006 5:05:08 PM [Eastern Daylight Time] * SVR:USPTO-EFXRF-2/22 * DNIS:2738300 * CSID:612 607 7100 * DURATION (mm-ss):04-32

comprise skill-based ratings for a plurality of skills, and wherein the central skill database has limited access to a routing system of the call center to optimize contacts;

a code segment for using data from at least one skill-impacting system to update the plurality of profiles in the central skill database;

a code segment for maintaining source data in a routing system for the contact center, wherein the source data is based on agent skills and configures is leveraged by routing-logic to make routing decisions; and

a code segment for selectively updating the source data based on agent skills with skill-based ratings in the central skill database for reconfiguring the routing logic, wherein the updating the source data is independent of updating the plurality of profiles.

31. (Original) The computer program from claim 30, further comprising:

a code segment for identifying at least one contact characteristic for a customer; and

a code segment for selecting an agent from the plurality of agents for the customer;

wherein the code segment for selecting comprises a code segment for processing the routing logic to consider the skill-based ratings of the plurality of agents in view of the at least one contact characteristic.

32. (Original) The computer program from claim 31, wherein the code segment for selecting further comprises a code segment for choosing an agent who is a best-fit.

33. (Original) The computer program from claim 30 wherein the code segment for maintaining a plurality of profiles is triggered by the occurrence of a skill-changing event indicated by the at least one skill-impacting system.

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